

FIG. 1 is a flowchart illustrating a process for handling a returned article.

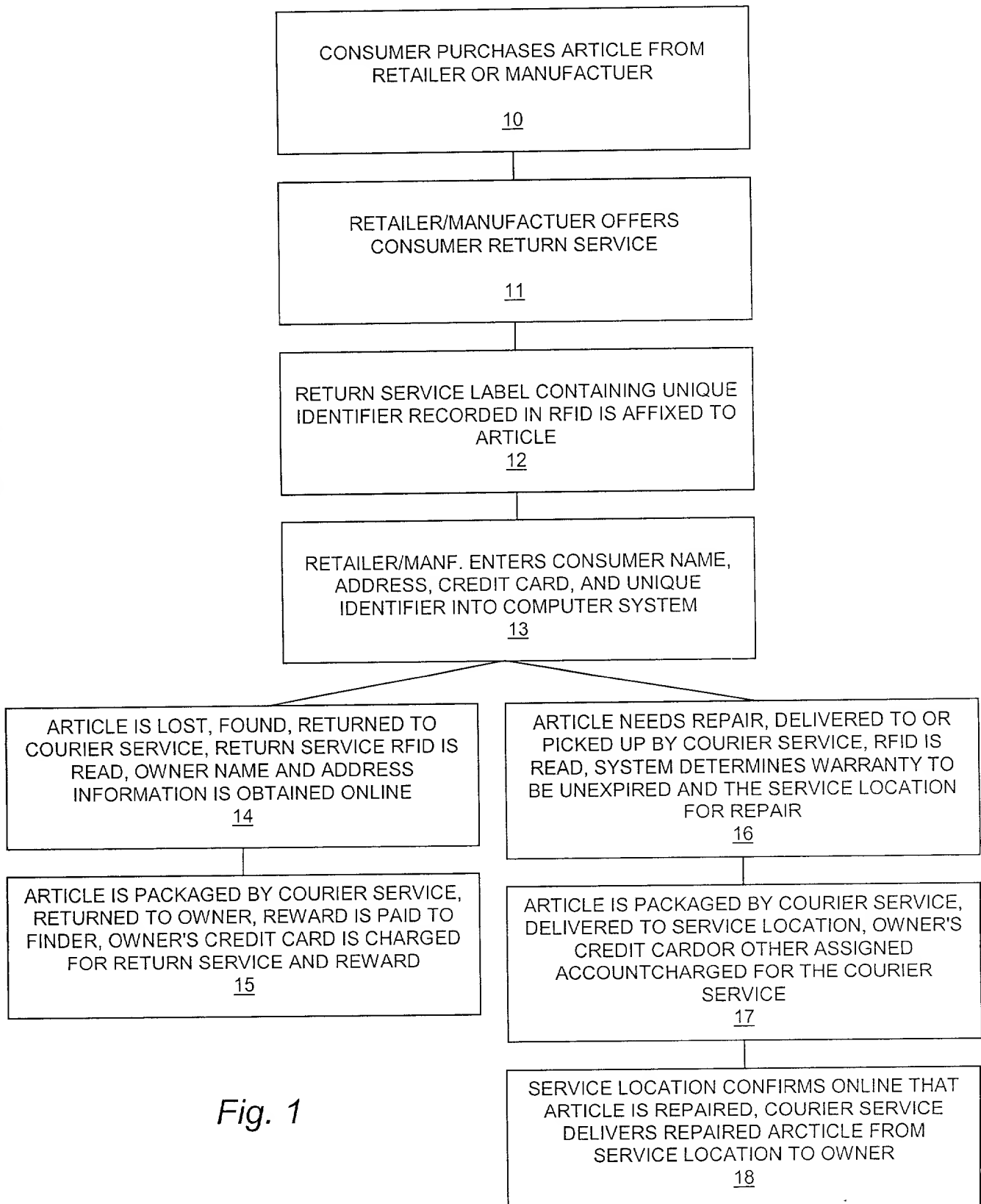


Fig. 1